PATENT Application No.: 09/902,280 Customer No.: 24943

AMENDMENTS TO THE DRAWINGS

Please replace FIG. 1 with the attached amended Figure 1.



FIG. 1: FRAMEWORK FOR ACCESS INTELLIGENCE SYSTEMS

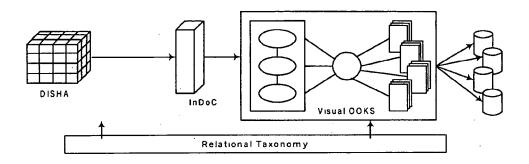
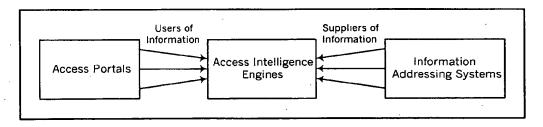


FIG. 2: BASIC COMPONENTS OF ACCESS INTELLIGENCE SYSTEMS



11.5